

Navigating the PMP Process

Why Am I Participating in the PMP?

The PMP was created to encourage employee development, promote fairness, and support the District's strategic goals and objectives.

Who Participates in the PMP?

Participants

The Performance Management Program (PMP) applies to the following employees:

- Non-unionized supervisory and managerial employees in the Career Service, including uniformed members of the Metropolitan Police Department at the ranks of Lieutenant, Captain, Inspector, Commander, and Assistant Chief, except as provided in § 1400.3;
- Employees in the Excepted Service appointed under the authority of D.C. Official Code § 1-609.03 (2002 Supp.) and as Capital City Fellows under the authority of D.C. Official Code § 1-609.04(6) (2001);
- Employees in the Management Supervisory Service;
- Supervisory attorneys employed at the Office of the Corporation Counsel, non-supervisory attorneys who report directly to either the Corporation Counsel or the Principal Deputy Corporation Counsel, subordinate agency General Counsel, and other subordinate agency supervisory attorneys in the Legal Service;
- Non-unionized Career Service employees not covered under § 1400.1(a) employed in agencies under the personnel authority of the Mayor authorized for coverage under the PMP by the Director of Personnel on an agency-by-agency basis.

User Roles

The PMP encompasses the following user roles:

- PMP Employee: An employee whose performance is covered under the PMP.
- PMP Supervisor: A supervisor of an employee whose performance is covered under the PMP.
- PMP Reviewer: A manager of a PMP supervisor and a PMP employee's second-level supervisor.
- Human Resource Advisor (HR advisor): An employee who serves as the primary HR contact for a specific agency. The HR advisor is responsible for implementing the PMP within an agency. (See Appendix A for a complete list of agency HR advisors.)
- Agency Director: An employee who leads an entire agency that is under the personnel authority of the Mayor.

Sample PMP User Roles and Responsibilities



**PMP Employee
“MIKE”**

Performance Plan

- Mike creates his own draft performance plan and submits it to Betsy. *Page 13*

Performance Evaluation

- Mike creates a self-evaluation and submits it to Betsy. *Page 12*



**PMP Supervisor
“BETSY”**

Performance Plans

- Betsy creates a performance plan for Mike based on his draft performance plan. *Page 20*
- Betsy creates her own draft performance plan and submits it to Jeffrey. *Page 13*

Performance Evaluations

- Betsy creates a self-evaluation and submits it to Jeffrey. *Page 11*
- Betsy accesses Mike’s self-evaluation. Betsy completes a performance evaluation for Mike and submits it to Jeffrey for reviewer’s approval. After Jeffrey approves it, Betsy discusses the performance evaluation with Mike. Jeffrey, Betsy, and Mike sign Mike’s performance evaluation. *Page 18*



**PMP Reviewer
“JEFFREY”**

Performance Plans

- Jeffrey creates a performance plan for Betsy based on her draft performance plan. *Page 24*
- Jeffrey creates his own draft performance plan and submits it to Terry. *Page 13*

Performance Evaluations

- Jeffrey accesses Betsy’s self-evaluation. Jeffrey completes a performance evaluation for Betsy and submits it to Terry for reviewer’s approval. After Terry approves it, Jeffrey discusses the performance evaluation with Betsy. Terry, Jeffrey, and Betsy sign Betsy’s performance evaluation. *Page 24*
- Jeffrey reviews and approves the performance evaluation that Betsy completed for Mike. *Page 24*
- Jeffrey creates a self-evaluation and submits it to Terry. *Page 11*



**Agency Director
“TERRY”**

Performance Plans

- Terry creates a performance plan for Jeffrey based on his draft performance plan. *Page 24*

Performance Evaluations

- Terry reviews and approves the performance evaluation that Jeffrey created for Betsy. *Page 30*
- Terry accesses Jeffrey’s self-evaluation. Terry completes a performance evaluation for Jeffrey. Because Jeffrey reports to an agency director, there is no reviewer for his performance evaluation. Terry discusses Jeffrey’s performance evaluation with Jeffrey. *Page 30*

What Are the Components of the PMP?

What is a Performance Plan?

A performance plan is a document that identifies performance expectations for an individual. The supervisor and employee discuss and set the conditions of the performance plan at the outset of the rating period (or within 30 days of hire, promotion, or transfer to a PMP-eligible position). A performance plan includes three sections:

- **Section 1, Review of Competencies:** The supervisor and employee review the competencies and how they apply to the employee's specific job. Fifteen competencies apply to managers and supervisors; ten apply to non-supervisors and non-managers. For complete definitions of competencies at three rating levels, visit http://www.dcop.dc.gov/services/perf_mgmt/competency_def.shtm.
- **Section 2, Individual Performance Plan:** This section identifies the employee's performance objectives for the coming year. It specifies performance goals related to job duties and, if desired, specific competencies. The individual performance plan should be specific, measurable, challenging, and supportive of the individual's job responsibilities. All identified goals require both a weighting and a due date.
- **Section 3, Individual Development Plan:** In this section, development objectives are set to strengthen the employee's performance for both the current job and potential future assignments. The individual development plan identifies performance areas currently in need of improvement as well as areas that support career development. The development plan should address corrective action for an employee who receives a "1" or "2" rating on any competency or goal in the performance evaluation.

All three sections are included in a complete performance plan.

Performance Management Program

Performance Plan

Employee Name: ELMER EMPLOYEE

Position Title: DIRECTOR CONTRACTS **Grade:** 11

Agency: Office on Aging **Responsibility Center:** 9100

Employee Type: Full-Time/Career **Supervisor:** HANNAH SUPERVISOR

Performance Plan Period: 10/1/2003 to 9/30/2004 **Date:** 6/19/2003

To report inaccuracies in the above personal data, please contact your agency's HR Advisor.

SECTION I: Competencies
 Review the following competencies and discuss how each applies to the individual's job duties and responsibilities. Performance on competencies counts for **40%** of the final performance rating.

1. Communication—Presents ideas and information both verbally and in writing in a clear, concise manner. Shares the information people need to know to be successful. Informs others on a timely basis. Consistently shows a great deal of understanding, courtesy, tact, empathy, and concern when addressing others. Demonstrates very effective listening, questioning skills.

Anthony A. Williams, Mayor
 Government of the District of Columbia

Performance Plan

What is a Performance Evaluation?

A performance evaluation assesses individual performance relative to the expectations outlined in the performance plan. The performance evaluation is a formal process that results in a numerical rating for each individual's overall performance. An employee must have a performance plan in place for at least 90 days before receiving a performance evaluation. Both the supervisor and the reviewer must approve the employee's performance evaluation. A signed hard copy of the performance evaluation is filed in the employee's Official Personnel Folder (OPF).

The PMP rating levels are as follows:

- 5—Significantly Exceeds Expectations: Consistently and significantly exceeds performance expectations; exceptional accomplishments are obvious to managers and peers.
- 4—Exceeds Expectations: Consistently exceeds performance expectations in most areas and meets expectations in others.

- 3—Meets Expectations: Consistently meets key performance expectations and may exceed some expectations.
- 2—Needs Improvement: Meets some performance expectations but requires improvement in one or more areas.
- 1—Does Not Meet Expectations: Consistently does not meet performance expectations.

The screenshot shows a web-based performance evaluation form. At the top, there's a header with the 'Performance Management' logo and navigation buttons like 'SAVE', 'SAVE & CLOSE', 'SAVE & PRINT', 'ABC', 'SPELLCHECK', and 'CLOSE'. The main title is 'Government of the District of Columbia Performance Management Program Performance Evaluation'. On the left, there's a sidebar with links for 'PERSONAL DRAFTS', 'Performance Plan', 'Performance Evaluation Form', 'GENERAL', 'User Profile', 'Help', 'Return to Applications Gateway', and a redacted signature of Anthony A. Williams, Mayor. The main form area contains fields for 'Employee Name' (ELMER EMPLOYEE), 'Position Title' (MISSING TITLE), 'Grade' (11), 'Agency' (Office on Aging), 'Responsibility Center' (9100), 'Employee Type' (Full-Time/Career), 'Supervisor' (HANNAH SUPERVISOR), 'Performance Plan Period' (10/1/2002 to 9/30/2003), 'Type of Evaluation' (Self), and 'Date' (8/21/2003). The 'Rating' field is set to '3'. Below the form, there's a note: 'To report inaccuracies in the above personal data, please contact your agency's HR Advisor.' At the bottom, there's a 'Rating Scale' table.

Rating Scale	
5 - Significantly Exceeds Expectations	Performance consistently and significantly exceeds expectations. Exceptional accomplishments obvious to manager and peers.
4 - Exceeds Expectations	Performance consistently exceeds expectations in some areas and meets expectations in all others.

Performance Evaluation

What is the Timeline for the PMP?

PMP Rating Period

The rating period is the same as the fiscal year (FY), October 1 through September 30.

Annual Performance Evaluations

All annual performance evaluations must be completed by Friday of the first full week of November. A performance evaluation is registered as complete when it's approved in Online PMP by the employee's supervisor *and* the reviewer. The employee, supervisor, and reviewer must all sign a hard copy of the performance evaluation. Completed annual performance evaluations are filed in the employee's OPF.

Performance Plans

For the current annual performance rating period, all new performance plans must be completed by the Friday after Thanksgiving (or within 30 days of hire for employees that are promoted, hired, or transferred to a PMP-eligible position). A *performance plan is registered as complete when it is approved by the employee's supervisor in Online PMP*. The employee and supervisor must sign a hard copy of the performance plan.

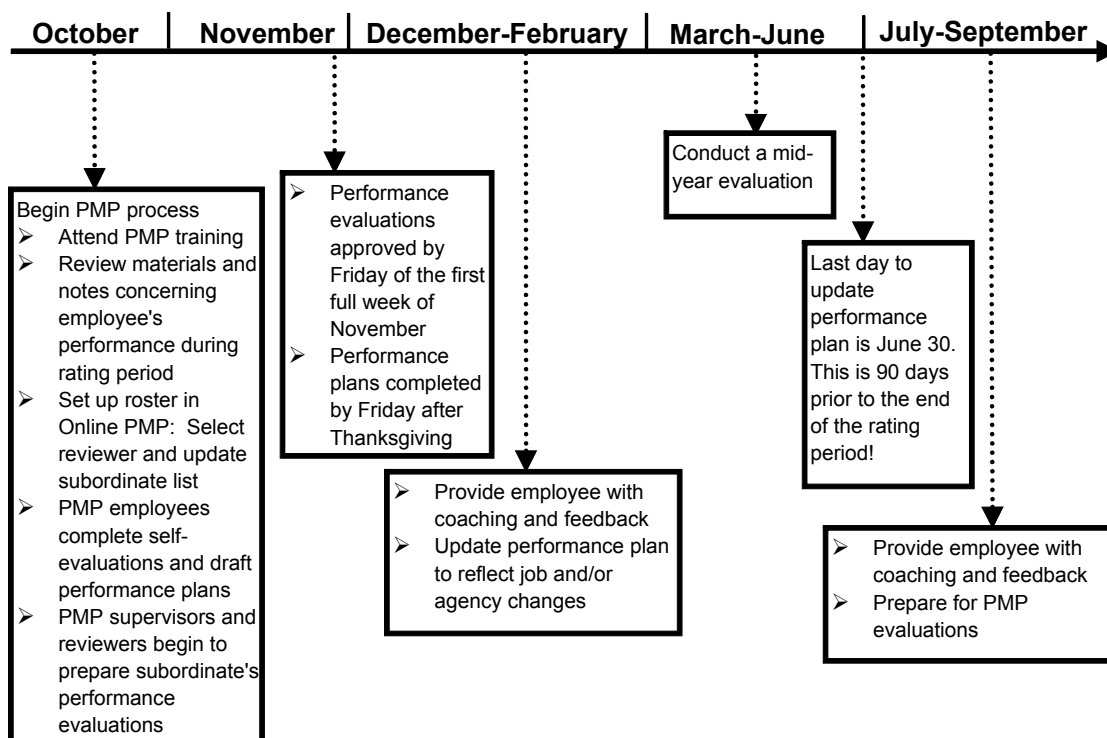
Mid-Year Evaluation

A mid-year evaluation may be conducted after an employee has had a performance plan in place for at least 90 days, but no later than 90 days before the end of the annual rating period (June 30).

Performance Improvement Plan

A performance improvement plan (PIP) is conducted anytime performance is deficient. The PIP outlines deficient areas of performance and specific steps for performance improvement. Under the PIP, the employee has 30 to 90 days to demonstrate improved performance. (See DPM Chapter 14 for more information about the PIP process.) The PIP is not administered through the Performance Management Unit. It is administered through DCOP Employee Relations Manager. The template for the PIP is available at http://dcop.dc.gov/services/perf_mgmt/pm_forms.shtm.

PMP Timeline



Where Is Online PMP?

PMP is implemented via the Online PMP system (Online PMP). Online PMP is accessed through the HR Applications Gateway, an intranet portal that provides a single point of entry for multiple DCOP applications. It is a “one-stop shop” for all HR applications. For information on gateway security, see “Logging in to Online PMP via the HR Application Gateway” on page 7.

HR Applications Gateway

The HR Applications Gateway is accessed via the DC government intranet at <http://dcopedm.dcop.dc.gov/gateway/>.

Because this is an intranet application, users cannot access the site from a remote site. Users must be connected to the DC wide area network (WAN) to access the gateway and Online PMP.

DCOP
D.C. Office of Personnel

HR Applications Gateway

COMPUTER SECURITY AND CONFIDENTIALITY AGREEMENT

By entering my User name and Password to access this system, I acknowledge and agree that:

- My Username and Password are equivalent to my signature.
- I am responsible for all of my data entries and access of information.
- Records management, privacy of records and computer security must be maintained in accordance with District government policies, procedures, guidelines, and other applicable District and federal laws and regulations.
- The unauthorized disclosure of information contained herein, either directly or indirectly, will subject me to disciplinary measures, up to and including removal, and may subject me to federal or District civil or criminal actions.

Furthermore, I agree that the computer resources available through this system are to be used only for legitimate District of Columbia business for which I am explicitly authorized, and I attest that this confidential information will not be used for my personal interest or advantage or any other unauthorized purpose.

User name :

Password :

[Gateway User Guide](#)

[Forgot Password?](#)

HR Applications Gateway

The Online PMP System

Online PMP is an intranet-based system on which all performance plans and performance evaluations are created. Online PMP is a management tool designed specifically for the District’s PMP. To access Online PMP, first enter the HR Applications Gateway, and then click **Online PMP** on the **SELECT APPLICATION** menu in the upper left corner of your screen.

Submission to Official Personnel Folder

Supervisors must give a signed hard copy of each performance evaluation to the agency’s HR advisor. The HR advisor forwards all signed performance evaluations to DCOP for filing in the employees’ OPFs. Hard copies of *performance plans* don’t need to be forwarded to DCOP; only *performance evaluations* should be forwarded.

How Do I Use Online PMP?

Subsequent sections of this guide explain how to implement PMP using Online PMP.

Logging in to Online PMP via the HR Applications Gateway

You must login to the HR Applications Gateway to access Online PMP. Because PMP documents are official, confidential documents, the HR Applications Gateway and Online PMP are password-protected, secure systems.

Security

The HR Applications Gateway is a secure, password-protected system. Each user must have a user name (such as **Jsmith** or **John W Smith**) and a password (such as **Apples#1!**) to gain access to the gateway.

Forgot Your User Name?

Eligible employees who have forgotten their user name for the HR Applications Gateway should contact their agency HR advisor. HR advisors have a complete list of agency employee user names. (See Appendix A for a directory of agency HR advisors.)

Forgot Your Password?

If you know your user name, a new password can be automatically generated from the system and directly emailed to you.

To get a new password, proceed to the HR Applications Gateway screen and enter your user name. Click **Forgot Password?** The system assigns a temporary password and emails it to the address on file for you.

If you do not receive your temporary password in your email inbox within one hour, an incorrect email address may be on file for you. Send a message with your name, social security number, and agency name to HRGateway_Admin@dc.gov. (Note the underscore between the words HRGateway and Admin.)

The DCOP Performance Management Unit *does not* have access to password information.

New Online PMP Users

To access the HR Applications Gateway and Online PMP, new Online PMP users must complete parts one and two of the Security Access Form for the HR Applications Gateway and submit the access form to their agency HR advisor. It takes approximately five business days for a new user to be activated in the HR Applications Gateway system.

After logging in for the first time with an assigned temporary password, new users are asked by the system to change their password.

Creating a Password

Passwords must contain the following:

- At least 8 characters;
- Uppercase and lowercase letters;
- At least one special character, such as ! @ # \$ % ^ & *; and
- At least one number.

Passwords are case sensitive. Examples of passwords include **Apples#10!** and **June15,2002!**.

Passwords are private and should not be shared. If you share your password with another user, you are responsible for all transactions completed with your user name and password.

If you've successfully logged in once but the system does not allow you to reenter the next time you try, see your agency information technology (IT) specialist.

Online PMP Toolbars

The Online PMP toolbars are located at the top of the screen. *When using Online PMP, use the PMP toolbar functions. Do not use the Internet browser function keys or toolbar.*



Online PMP Toolbar

Save

To save work, click **SAVE** on the toolbar. The current document remains open after you click **SAVE**.

Save & Close

Click **SAVE & CLOSE** on the toolbar to save and close out of the current document.

Save & Print

Click **SAVE & PRINT** on the toolbar to save and print documents. This function uses Adobe Acrobat Reader to convert a PMP document (performance plan, performance evaluation, etc.) into a printable file. Once the document is converted, click the printer icon at the top of the Adobe screen to print.

Spellcheck

Click **SPELLCHECK** on the toolbar to check spelling in a PMP document.

Close

Click **CLOSE** on the PMP toolbar to close out of the current document. The **CLOSE** function does not save work. If you want to save your work, click **SAVE & CLOSE**.

The following options are available on the PMP toolbar in certain screens.

Approve

Click **APPROVE** to approve a PMP document. After approving the document, you have the following options: **Return to Performance Plan**, **Print the Performance Plan**, or **Return to List of Subordinates**.

Revise

Click **REVISE** on the PMP toolbar to revise a PMP document.

Automatic Email Notification

Online PMP has an automatic email function that:

- notifies supervisors that an employee's self-evaluation or draft performance plan is ready for review;
- notifies reviewers that an employee's annual performance evaluation is ready for review; and
- notifies supervisors that a reviewer has either approved an annual performance evaluation or has requested revisions to an annual performance evaluation.

To successfully receive emails generated from Online PMP, you must have the correct email address on file. To check your email address:

1. Login to the HR Applications Gateway at <http://dcopedm.dcop.dc.gov/gateway/>.
2. Click **Settings** on the toolbar at the top of the gateway homepage. You can then view all of your personal settings within the gateway.
3. To update your email address, click the **Email** option under the **USER SETTINGS** menu on the left. The **Update Email** screen will appear.
4. Type your email address in the **Email** box. To confirm your email address, type your email address again in the **Confirm Email** box. Click **Save Email Address**. You'll receive a confirmation screen that states **Your Email Address has been updated**. Click **Continue**.

To successfully send emails generated from Online PMP, you must have established the correct roster within Online PMP, including supervisor, reviewer, and subordinates. For example, if you have not selected your reviewer, the Online PMP system will not know where to send the email to notify the reviewer that you have completed a subordinate's performance evaluation. If you have selected the wrong reviewer, the wrong person will be alerted that the evaluation has been completed.

To learn more about establishing your roster, see the "Add/Remove Subordinates" and "Select/Release Reviewer" sections of this guide, on pages 16 and 18.

A PMP employee does not select his or her supervisor or reviewer. The PMP supervisor selects his or her subordinates. The PMP supervisor also selects the subordinates' reviewers.

Personal Data Displayed in Online PMP

Online PMP employee data originates from the District's Unified Personnel and Payroll System (UPPS). Online PMP does not keep separate employee records. Therefore, all personal data

displayed at the top of the employee's performance plan and performance evaluation are the official data on record in the UPPS. Online PMP is updated with UPPS data every two weeks.

All updates to official personnel information must be initiated by an official personnel action. The HR advisor can do this by completing the appropriate personnel forms and submitting them to the personnel office at either Reeves Center or Judiciary Square.

Employee information saved with a performance plan is also reflected on the corresponding performance evaluation. If an employee assumes a new position during the year, a new performance plan should be issued on the basis of the new position.